

What is claimed is:

1. An image data management system comprising: a communication unit for sending and receiving information between a terminal device and an image photographing device; a storage unit for storing information received by said communication unit; and a control unit for controlling said communication unit and said storage unit,

wherein said control unit:  
receives image information of a device having a damage and/or  
10 a problem and information regarding the image information, which are associated with each other, from said image photographing device;  
stores the received image information and information regarding the image information, which are associated with each other, in said  
15 storage unit;  
sends the image information and the information regarding the image information, which are associated with each other and stored in said storage unit, to an analysis-use terminal device for conducting an analysis on a damage and/or a problem of a device;

20 receives response information for responding to the sent image information and information regarding the image information from said analysis-use terminal device;  
stores the received response information in said storage unit in association with the image information and the information regarding  
25 the image information, which correspond to the response

information;

receives an acquisition request for acquiring the image information, the information regarding the image information, and the response information, which are associated with one another,

5 from said terminal device;

reads out the image information, the information regarding the image information, and the response information, which are associated with one another and stored in said storage unit, in accordance with the received acquisition request; and

10 sends the read-out image information, information regarding the image information, and response information, which are associated with one another, to said terminal device which has sent the acquisition request.

2. The image data management system according to claim 1,

15 wherein said control unit:

generates component information indicating a component necessary for repairing the damage of the device and/or removing the problem of the device, based on the received response information;

and

20 sends the generated component information to an order receiver terminal device.

3. The image data management system according to claim 2,

wherein said control unit generates the component information, in accordance with a generation request for the component

25 information from said analysis-use terminal device.

4. The image data management system according to claim 1,  
wherein:

    said storage unit stores device type classification information for  
    classifying devices by their device types; and

5     said control unit reads out the device type classification  
    information and the information regarding the image information,  
    which are stored in said storage unit, and  
    stores information on a damage point and/or a problem point  
    which is included in the read-out information regarding the image  
10    information, in said storage unit device-type by device-type, based on  
    the device type classification information.

5. The image data management system according to claim 1,  
wherein:

    said storage unit stores device structure classification  
15    information for classifying components of a device by elements of  
    the device; and

    said control unit reads out the device structure classification  
    information and the information regarding the image information,  
    which are stored in said storage unit, and  
20    stores information on a damage point and/or a problem point  
    which is included in the read-out information regarding the image  
    information, in said storage unit element by element, based on the  
    device structure classification information.

6. A computer-readable recording medium storing a program  
25    for controlling a computer to perform:

a step of receiving image information of a device having a damage and/or a problem and information regarding the image information, which are associated with each other, from an image photographing device;

5        a step of storing the received image information and information regarding the image information, which are associated with each other, in a storage unit;

            a step of sending the image information and the information regarding the image information, which are associated with each other and stored in said storage unit, to an analysis-use terminal device for conducting an analysis on a damage and/or a problem of a device;

10      a step of receiving response information for responding to the sent image information and information regarding the image information, from said analysis-use terminal device;

15      a step of storing the received response information in said storage unit, in association with the image information and the information regarding the image information, which correspond to the response information;

20      a step of receiving an acquisition request for acquiring the image information, the information regarding the image information, and the response information, which are associated with one another, from a terminal device;

            a step of reading out the image information, the information regarding the image information, and the response information,

which are associated with one another and stored in said storage unit, in accordance with the received acquisition request; and

a step of sending the read-out image information, information regarding the image information, and response information, which  
5 are associated with one another, to said terminal device which has sent the acquisition request.

7. A computer data signal embedded in a carrier wave and representing a program for controlling a computer to perform:

- a step of receiving image information of a device having a  
10 damage and/or a problem and information regarding the image information, which are associated with each other, from an image photographing device;
- a step of storing the received image information and information regarding the image information, which are associated with each  
15 other, in a storage unit;
- a step of sending the image information and the information regarding the image information, which are associated with each other and stored in said storage unit, to an analysis-use terminal device for conducting an analysis on a damage and/or a problem of a  
20 device;

a step of receiving response information for responding to the sent image information and information regarding the image information, from said analysis-use terminal device;

a step of storing the received response information in said  
25 storage unit, in association with the image information and the

information regarding the image information, which correspond to the response information;

- a step of receiving an acquisition request for acquiring the image information, the information regarding the image information, and
- 5 the response information, which are associated with one another, from a terminal device;
- a step of reading out the image information, the information regarding the image information, and the response information, which are associated with one another and stored in said storage unit,
- 10 in accordance with the received acquisition request; and
- a step of sending the read-out image information, information regarding the image information, and response information, which are associated with one another, to said terminal device which has sent the acquisition request.